
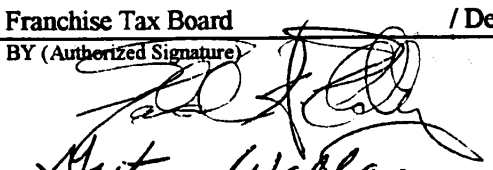



1. This Agreement is entered into between the State Agency and the Contractor named below  
STATE AGENCY'S NAME  
Franchise Tax Board/Department of Child Support Services  
CONTRACTOR'S NAME  
Bank of America NA
2. The term of this Agreement is: Seven years starting upon execution of this Agreement. The terms of this SDU Service Agreement is more particularly set forth in Exhibit A, Paragraph 7 herein.
3. The maximum amount of this Agreement is: \$ 185,870,173.96
4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement:  
Exhibit A – Scope of Services  
Exhibit B – Budget Detail and Payment Provisions  
Exhibit C – General Provisions  
Exhibit D – Special Terms and Conditions  
Exhibit E – Additional Provisions  
Sections 4, 6 and 7, and Glossary Terms and Definitions of RFP-FTB-1730-172 Final Proposal of Bank of America NA.  
This Service Agreement is effective after signing by the Service Provider and the contracting State departments.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		CALIFORNIA Department of General Services Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) Bank of America NA		
BY (Authorized Signature) - 	DATE SIGNED (Do not type) 12/27/2004	
PRINTED NAME AND TITLE OF PERSON SIGNING Larry Dreyer, Senior Vice President		
ADDRESS 600 Peachtree Street, GA1-006-07-20 Atlanta, GA 30308-2214		
STATE OF CALIFORNIA		
AGENCY NAME Franchise Tax Board / Department of Child Support Services		
BY (Authorized Signature)  	DATE SIGNED (Do not type) 12/27/04 12/27/04	<input checked="" type="checkbox"/> Exempt per Chapter 479 Statutes of 1999
PRINTED NAME AND TITLE OF PERSON SIGNING Gerald H. Goldberg, Executive Officer, FTB / Greta Wallace, Director, DCSS		
ADDRESS P. O. Box 2086, Rancho Cordova, CA 95741-2086 / P.O. Box 419064, MS 10, Rancho Cordova, CA 95741-9064		